



302 North 1st Avenue, Suite 300 ▲ Phoenix, Arizona 85003
Phone (602) 254-6300 ▲ FAX (602) 254-6490
E-mail: mag@mag.maricopa.gov ▲ Web site: www.mag.maricopa.gov

October 20, 2006

TO: Members of the MAG 9-1-1 Oversight Team

FROM: Chief Harry Beck, Mesa Fire Department, Chairman

SUBJECT: NOTIFICATION OF TELEPHONE CONFERENCE CALL MEETING AND TRANSMITTAL OF TENTATIVE AGENDA

Tuesday, October 24, 2006 - 1:00 p.m. to 1:30 p.m.
MAG Office Building, Cholla Room
302 North 1st Avenue, Suite 200
Phoenix, AZ

A **telephone conference call** meeting of the MAG 9-1-1 Oversight Team has been scheduled for the time and place noted above. One or more members of the MAG 9-1-1 Oversight Team will participate either by telephonic or video communications, or in person.

Those attending by telephone conference call are requested to call:

- (602) 261-7510 between 12:55 p.m. and 1:00 p.m. on the date of the meeting.
- After the prompt, please enter the meeting ID number 0911 on the telephone keypad followed by the # (pound) key.
- If you have a problem or require assistance, dial 0 (zero) after calling the number above.

For those attending in person, please park in the garage under the Compass Bank building, bring your ticket, parking will be validated. For those using transit, the Regional Public Transportation Authority will provide transit tickets for your trip. For those using bicycles, please lock your bicycle in the bike rack in the garage.

If you have any questions regarding the meeting, please contact me at (480) 644-4945, or Liz Graeber, 9-1-1 Administrator, at (602) 534-9775.

TENTATIVE AGENDA

COMMITTEE ACTION REQUESTED

1. Call to Order

2. Roll Call of Members

3. Call to the Audience

An opportunity is provided to the public to address the 911 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Please note that those wishing to comment on agenda items posted for action will be provided the opportunity at the time the item is heard.

4. Approval of the September 25, 2006 Meeting Minutes

5. Amendment to the FY 2007 Public Safety Answering Point (PSAP) Annual Element/Funding Request and FY 2007-2011 Equipment Program for the MAG 9-1-1 System

The Phoenix Police Department is scheduled for a 9-1-1 phone system upgrade for 58 positions, along with 44 new positions, at its two locations at 620 W. Washington and 100 E. Elwood. The two PSAP locations will handle 9-1-1 traffic simultaneously. This project was originally requested in FY 2006 in the amount of \$1,850,000. Due to facility issues, the project was delayed to FY 2007. In addition, two PBX switches and equipment to run the two centers simultaneously require an upgrade for 58 positions. This project will now require a total of \$3.5 million. The Phoenix Fire Department is scheduled for a 9-1-1 system upgrade for 18 positions, along with five new positions. This project will require \$750,000. The Scottsdale Police Department is scheduled

3. Information.

4. Review and approve the minutes of the September 25, 2006 meeting.

5. Recommend approval of the amendment to the FY 2007 Public Safety Answering Point (PSAP) Annual Element/Funding Request and FY 2007-2011 Equipment Program for the MAG 9-1-1 System to include a 9-1-1 phone system upgrade for the Phoenix Police Department in the amount of \$3.5 million; a 9-1-1 system upgrade for the Phoenix Fire Department in the amount of \$750,000; and a 9-1-1 system upgrade for the Scottsdale Police Department in the amount of \$500,000.

for a 9-1-1 system upgrade for 11 positions, along with four new positions. This project will require \$500,000. These costs are currently paid by the 9-1-1 state excise tax. An amendment to the FY 2007 PSAP Annual Element/Funding Request is needed to fund these projects. According to the adopted policy for making changes to the approved PSAP funding request, the MAG 9-1-1 Oversight Team, the MAG Management Committee, and the MAG Regional Council are required to consider budget changes greater than 50 percent of the total equipment budget. On October 19, 2006, the PSAP Managers recommended approval of the amendment. The Oversight Team is requested to make a recommendation to the MAG Management Committee. Please refer to the enclosed material.

MINUTES OF THE
MAG 9-1-1 OVERSIGHT TEAM MEETING

September 25, 2006
MAG Office Building, Cholla Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Mesa Fire Department, Chair	Robert Demlong, Phoenix Police Department
Jim Higgins for Mark Burdick, Glendale Fire Department	# Helen Gandara-Zavala, Scottsdale Police Department
Mary Millard for Steve Werner, Maricopa County Sheriff's Office	Brenda Buren, Tempe Police Department
# Mike Fusco, Emergency Management, Peoria	* Lawrence Rodriguez, Tolleson Police Department
* Cassie Peters, Phoenix Fire Department	

* Those members neither present nor represented by proxy.

Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Mike Benjamin, MAG 9-1-1 Office, Phoenix Fire Department
Valerie Day, MAG
Mary Franklin, MAG 9-1-1 Office, Phoenix Fire Department
Liz Graeber, MAG 9-1-1 Office, Phoenix Fire Department

Barbara Jaeger, State 9-1-1 Office
Sandra Junck Carpenter
Chris Nadeau, Goodyear PSAP
Tom Remes, Phoenix
Lynn Timmons, Phoenix

1. Call to Order

The meeting was called to order by Chairman Harry Beck, at 2:05 p.m.

Chairman Beck introduced new committee members: Robert Demlong, Commander, Phoenix Police, and Brenda Buren, Fiscal Research Administrator, Tempe Police. Chairman Beck introduced proxies: Mary Millard as proxy for Chief Steve Werner, Maricopa County Sheriff's Office, and Chief Jim Higgins for Chief Mark Burdick, Glendale Fire Department.

Chairman Beck noted that validation was available for those who used the parking garage. Transit tickets were available for those who used transit to come to the meeting.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience

agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chairman Beck noted that no public comment cards had been turned in.

3. Approval of the November 29, 2005 Meeting Minutes

Chairman Beck noted that no public comment cards had been turned in. He asked members if there were changes to the minutes. Hearing none, he called for a motion to approve the minutes of the November 29, 2005 meeting. Chief Higgins moved, Mr. Fusco seconded, and the motion carried unanimously.

4. MAG FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program

Each year, the Public Safety Answering Point (PSAP) Managers submit inventory and upgrade requests that are used to develop a five year equipment program that forecasts future 9-1-1 equipment needs of the region and will enable MAG to provide estimates of future funding needs to the Arizona Department of Administration (ADOA). The ADOA Order of Adoption stipulates allowable funding under the Emergency Telecommunications Services Revolving Fund.

Liz Graeber, Administrator of the MAG 9-1-1 System, reported on the FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program. She said in the FY 2008 budget, upgrades to new equipment for the PSAPs continue. Ms. Graeber noted that PSAPs' equipment requests for FY 2008-2012 were included in the agenda packet. She stated that the FY 2008 annual budget totals \$9,999,600, which includes maintenance. Ms. Graeber explained the process for requesting equipment. She said that each year, the PSAPs submit requests for logging recorders and new positions to the PSAP Managers, the 9-1-1 Oversight Team, the Management Committee, and the Regional Council. Following approval, the equipment requests and the operating budget are then submitted to the State 9-1-1 Office in December of each year.

Ms. Millard stated that the Maricopa County Sheriff's Office had requested a logging recorder in a previous budget request and they were now ready to proceed. She asked if this request was an automatic rollover or needed to be resubmitted. Ms. Franklin replied that the request was still included in FY 2007.

Mr. Fusco moved to recommend approval of the MAG FY 2008 PSAP Annual Element/Funding Request and FY 2008-2012 Equipment Program. Ms. Millard seconded, and the motion carried unanimously.

5. Discussion of the Tax for the Emergency Telecommunications Revolving Fund

Chairman Beck stated that the State funds 9-1-1 telecommunications services statewide with a monthly excise tax on telephone services. He introduced Sandra Junck Carpenter, who has worked as a lobbyist for the 9-1-1 system at the Legislature for many years.

Ms. Carpenter noted that in 2002 and 2003, the Legislature took a total of \$15 million from the State 9-1-1 fund to balance the State's budget. She said that Senators Dean and Burns indicated that this session, the funds would be returned to 9-1-1. Ms. Carpenter stated that when she approached

Senator Burns near the end of the session to inquire about the bill's status, she was informed that there was not an immediate need to return the money, because the 9-1-1 fund will not go into a deficit until 2010, even without the return of the \$15 million.

Ms. Carpenter stated that there have been discussions about making changes generically to the fund. The first change would be to increase from three percent to five percent the amount that can be used for administrative costs. She explained that currently, two percent of the administrative amount is allocated to the State and one percent is allocated to local governments. Under the increase, three percent would go to the State and two percent to local governments.

Ms. Carpenter stated that the second change is to capture new technology in the excise tax. She stated that VoIP, calling cards, etc., are not captured in the tax. Ms. Carpenter stated that Vonage seems willing to be included and has also considered using this as a marketing tool. She noted how the monthly tax was 37 cents per landline and wireless line, which dropped to 28 cents this year and will be further reduced to 20 cents next year. Ms. Carpenter commented that because the projections show the 9-1-1 fund is sufficient, the Legislature is not going to change the tax rate.

Ms. Carpenter advised that other states have a higher tax than Arizona, which is near the bottom of the list. Ms. Carpenter expressed her thanks for the efforts last year on the \$15 million and stated that she would like the input from member agencies and support in any way they would like to contribute.

Ms. Graeber stated that as we get into this year's session, it might be good to again address different groups.

Chairman Beck asked if the fund reduction had been taken into account in the FY 2008-2012 Equipment Program. Ms. Graeber replied that when they began the budget process, they decided to go forward and not deny any equipment or upgrades until they had to. She commented denying requests could come in the future if they do not get needed funding.

Chairman Beck asked the status of the MAG 9-1-1 Five Year Plan update. He commented that the last time additional funding was sought through legislation, the plan had just been completed. Chairman Beck stated that he anticipated that the updated plan would be used as a platform to impress need to the Legislature. If they wait to stabilize the 9-1-1 fund until the year needed there will be a crisis. Chairman Beck expressed that it was unfortunate that the 9-1-1 funds were not restored when there was a budget surplus this year, especially with the reduction in the tax. Ms. Graeber replied that a working group made up of PSAP Managers met to start work on updating the Plan. She said that one component will be funding and budget. Ms. Graeber noted that the working group identified the impacts from the tax decrease, and funding alternatives through grants and legislation. She added that the group also identified important projects necessary to MAG 9-1-1 that will be limited because of decreased funds.

Ms. Carpenter commented that it was her understanding that all projects are funded at the level necessary until 2010. She stated that she did think there would be an increase in the tax rate if it meets the needs. Ms. Carpenter added that if other needs are identified, the Legislature might reevaluate the tax rate.

Barbara Jaeger stated that one issue that affects MAG 9-1-1 and ADOA is that positions are funded by the three percent of the excise tax that is allocated to administrative costs. She noted that the reduction in the tax represents a 20 percent reduction in the administrative fee both this year and next year. Ms. Jaeger commented that she could find no other way to fund some positions in her office, and if they are not funded, it will mean layoffs. Ms. Jaeger noted that changing the administrative amount to five percent would offset the reduction in the monthly tax rate.

Ms. Graeber stated that the budget is status quo, which means no new projects such as the data warehouse. She said she would be unable to add personnel and could lose some. Ms. Graeber advised that the call volume is not decreasing and she would not want to put any agency in jeopardy due to loss of service.

Chairman Beck asked for clarification that the fund being adequate until 2010 included the percent increase based on projected growth and demand for service. Ms. Jaeger replied that the analysis showed projected growth. She added that they are limited by statute to exactly what they can expend. Ms. Jaeger stated that they also have the ability to establish in their projections some revenue to move to an IP enabled network. She stated that Maricopa and Pima counties are usually ahead in deployment, but right now, there are no standards in place. Ms. Jaeger stated that \$20 million is allocated over a three year period.

Ms. Graeber asked for clarification if this amount was to start the project, but would not complete it. Ms. Jaeger replied that was correct.

Chairman Beck asked if research had been done in other metro areas to see what the demand for service with IP has been. Ms. Jaeger stated that under FCC guidelines there are three levels of response for IP; we are level two. She said that the problem with IP is that it leaves the responsibility of updating the database to the customer. If customers move and do not change their information with the carrier, 9-1-1 calls could end up not going to the call center where the emergency is. Ms. Jaeger stated that they have been given a preliminary figure of approximately 5,000 customers in Arizona.

Ms. Graeber related a problem when a company in Massachusetts, with call centers all over the world and specifically one in Tempe, had a 9-1-1 call from Tempe that went to the call center in Massachusetts. She said that this illustrates the problem being faced nationwide to send a call to the appropriate PSAP.

Chris Nadeau, Goodyear PSAP and Chair of the MAG PSAP Managers Group, stated that one concern is that municipalities are not in the position to offset these costs and the funding streams are not there to take this on. He commented that should the rate not increase, independent of the \$15 million or taxing VoIP, and just maintaining what we now have, to wait until 2010 to address the viability of the 9-1-1 fund is very alarming. If we cannot meet needs and staff are cut we will see systematic failures across the region and the state. Mr. Nadeau commented that as a municipality, the opinion that there is no problem to wait until 2010 is worrisome. He added that it takes him two to three cycles to budget bigger ticket items, such as personnel. If the MAG 9-1-1 budget is cut, service tickets will take longer. Mr. Nadeau remarked that the State taking the approach not to worry until the 9-1-1 fund is broken is a troubling prospect when the population is increasing greatly each year. Calls for service are increasing and the funding rate is decreasing, so we will need more to just maintain what we have. Mr. Nadeau stated that he would like the Oversight Team to support getting

the \$15 million back so there is a cushion to address issues that arise. He urged addressing the tax issue now rather than later.

Chairman Beck stated that it is incumbent upon us to make our case, analyze our needs and put them down on paper. He stated that action could be taken through the League or some other mechanism. Chairman Beck stated that his City Council has asked him if 9-1-1 was prepared for IP and his answer was it is not, and that IP has never been funded as a project. Chairman Beck noted that we need to press forward on getting the IP tax in place.

Ms. Graeber stated that at the minimum, their goal is to get the administrative percent changed and include a tax of all telephone communications. The tax rate is the next step, which will be an uphill battle. She commented that she thought there would be more support for the percentage.

Ms. Carpenter commented on keeping the issue in front of legislators in the next year. We do not want to wait until 9-1-1 is broken and keeping people informed is the best way to go.

Chairman Beck stated that we were successful to increase the excise tax because Phase One and Phase Two implementation, which was very costly, still needed to be deployed. He stated that it is important as technology expands for us to package the challenges and present that to the decision makers. Chairman Beck stated that it is incumbent upon us to do due diligence and bring the issue forward.

Ms. Jaeger stated that they were very close this year in their estimate of a \$6 million reduction this year and \$6 million for 2007-2008. She added that it was brought to her attention that the Chair of the Legislative Budget Committee's solution is consolidation. Ms. Jaeger commented that he does not understand that consolidation is not just 9-1-1. She explained that it takes several years to put a consolidation plan into place. In addition, there are major costs that local agencies will have to absorb-- for personnel, radio infrastructure, incompatible CADD systems. Ms. Jaeger advised that the Legislature could mandate consolidation. She noted that 27 PSAPs are a hefty number of PSAPs in one county.

Chairman Beck asked if a study of the cost to consolidate had been done. Ms. Jaeger replied that a study had not been done.

Chairman Beck asked about management of 9-1-1 at the state level to see if systems are being effective or current. Ms. Jaeger replied that her staff work with communities who do not have the knowledge base such as MAG 9-1-1. They help them implement technology that they could not do on their own.

Chairman Beck asked if there was money to contract for services for an analysis of the state 9-1-1 system. Ms. Jaeger replied that her office does not have the money for that--it would come out of her two percent allocated to administration. Chairman Beck asked if there was a mechanism for allocation from the state? Ms. Jaeger replied that they are already budgeting FY 2009 and do not really want to fund anything in the 9-1-1 program. She added that there are a lot of IT issues right now at the state.

Chairman Beck suggested that this committee could send a memorandum to ADOA and the Governor that more support is needed for the administrative component of 9-1-1 to make sure it functions. Ms. Carpenter stated that she would not advise asking the Legislature for oversight because they may believe they could find ways to do it better and at less expense. She suggested asking for what is needed. Chairman Beck commented that their assumption is that everything is all right if we do not make it known. Ms. Jaeger remarked that she did not agree there is no management of the state 9-1-1 system. She said they allow Maricopa and Pima to manage their 9-1-1 systems because they can do the job, but this is not the case in other parts of the state. Ms. Jaeger advised that if you want government more involved, you will lose a large portion of your program to control moving money. Ms. Jaeger commented that the Government and Technologies agency has on more than one occasion tried to take control of the 9-1-1 program. You will not be able to make your needs known.

Chairman Beck asked if there was a strategic plan to deal with IP issues. Ms. Jaeger replied there was not because no standards are in place. She added that most states that have large amounts of funding throw money at their programs and still not get them done. That is not the case with Arizona 9-1-1 because their office works in a responsible way.

Chairman Beck asked if there were standards would the State 9-1-1 office be the agency to put together a plan. Ms. Jaeger replied that it most likely would be the State 9-1-1 office. Ms. Jaeger also stated that the majority of states are moving toward consolidation. She added that New Mexico just put in a consolidation mechanism that it cannot have more than two PSAPs per county.

Chairman Beck commented that Arizona has one of the lowest monthly 9-1-1 tax rates in the country. He stated that perhaps a cost-benefit analysis might show MAG 9-1-1 is more efficient than systems proposed and practiced in other parts of the country. The results of that analysis could be shown to the Legislature and demonstrate those areas who charge many times more than the Arizona rate and that there is a huge savings in our model. Chair Beck commented that consolidation is more than cost. Ms. Jaeger stated that 9-1-1 could end up under Homeland Security or GITA. She said that MAG could demonstrate a method that shows that 27 PSAPs work more effectively and efficiently. Ms. Jaeger stated that she did not think MAG 9-1-1 has the ability to consolidate because it does not have interoperability. She noted that Flagstaff took five years for consolidating two communities. Ms. Jaeger stated that they are trying to get the Legislature to understand that and the 9-1-1 office wants MAG 9-1-1 to have the autonomy to run 9-1-1 the best for their community. If we get to one standard statewide, it would be difficult for MAG 9-1-1 to make decisions for itself.

Chairman Beck stated that this comes back to the need to update the MAG 9-1-1 Five Year Plan. An analysis could be conducted to demonstrate our points of need. He expressed his appreciation for the cooperation and involvement.

Ms. Carpenter stated that she would like a sense of the direction the Oversight Team supports. She remarked that it is nice to be able to say to the Legislature that we have support for the increase in the administrative percentage and taxing new technologies such as VoIP. Consensus among the members was noted.

6. Update on the Community Emergency Notification System (CENS)

Mary Franklin provided an update on the CENS program. She said there were 15 activations this year. One of the calls included a Phoenix Police Department notification to 42,000 phones for a missing person, which was aborted at 3,600 calls because the person was found quickly. Ms. Franklin noted that other calls notified residents of suspects and missing children.

Ms. Franklin then reviewed the CENS budget. She said that ADEQ has issued the second to last check for approximately \$294,000. She noted that the last check will be issued in October for the remainder of the fund, for approximately \$152,700. Ms. Franklin stated that the \$716,000 in the fund will maintain CENS until May 2008. Costs include the \$39,000 per month fee to Qwest.

Ms. Franklin stated that she attended a users group for Intrado. She noted that MAG 9-1-1 is Intrado's largest user. Ms. Franklin stated that there was discussion on enhancing the Intrado product. In addition, staff is researching alternatives to Intrado.

Chairman Beck asked if a decision would need to be made to either discontinue the program or find alternative funding. Ms. Franklin replied that over the next couple of years, staff will look at lowering the cost, at other programs, or making CENS a statewide program, which might be a possibility if the excise tax increases. Ms. Franklin added that through the City of Phoenix, staff applied for a grant from the Gila River from the state shared revenue fund.

Chairman Beck asked if this would be included in the Five Year Plan Update? Ms. Graeber replied that it would.

7. Maintenance of the 9-1-1 Equipment

Mike Benjamin provided an update on maintenance of the 9-1-1 equipment. He reviewed the charge of the maintenance team. Mr. Benjamin stated that for the past few years, the team provides the maintenance service that Qwest used to provide. He said that each call-taker's desk has regionwide mapping. Mr. Benjamin stated that MAG 9-1-1 has an IP data network that supports the delivery of ALI and allows the team to do remote diagnostics instead of having to travel to sites. The team also supports wireless Phase One and Phase Two information. Mr. Benjamin stated that prior to 2005, call takers in the region did not know a wireless caller's number or location. He explained that in 1996, the FCC mandated these be provided, and it took until 2005 to deploy it in the region.

Mr. Benjamin stated that almost all systems in the region are telephonically integrated. He said that the team worked with vendors to improve the quality of updates. Mr. Benjamin advised that MAG 9-1-1 is moving toward dual sites for Phoenix Police and Phoenix Fire. He noted that Phoenix Fire dispatches for more than 20 communities and operating out of one center is a huge risk. Mr. Benjamin commented that VoIP is quickly moving in on us. He added that there is no standard-based way or funding mechanism to support the information from telematics, such as OnStar, and text messaging telephony. Mr. Benjamin stated that the team also supports call routing and 9-1-1 tandems.

Mr. Benjamin stated that the team consists of five technicians, one supervisor, and one manager. He noted that the technician supervisor has also been filling in as project supervisor. The primary tech

supervisor has been activated to the border for military purposes. Mr. Benjamin stated that he has been trying to hire a temporary tech, but that is difficult because the length of the job is unknown.

Mr. Benjamin stated that the team responds to approximately 400 calls per quarter and participates in the site upgrade process. He noted that the previous maintenance contractor was Qwest, but the quality level was lacking, so the 9-1-1 maintenance team assumed that duty.

Mr. Benjamin stated that the team is preparing the operations for both of the Phoenix Police Department locations at Washington Street and Elwood Street. He stated that Mesa, Avondale, DPS, Goodyear, and Chandler are scheduled for site upgrades. He noted upcoming projects at the Phoenix Fire Department, Glendale, Scottsdale, Tolleson, Fort McDowell, Tempe, Surprise, ASU, Maricopa County Sheriff's Office, and Luke Air Force Base. Mr. Benjamin noted that MAG 9-1-1, the State, and Qwest recently completed a tandem project, which was a very expensive project.

Chairman Beck asked the impact of annexing parcels has on maintaining the database. Mr. Benjamin stated that Dave Eaton, the GIS manager, works with two staff members to collect information on annexations and new buildout, changes, and local number portability, which means you keep your number if you move or change carriers. Ms. Graeber noted that the MSAG error rate is down to .01 percent. She commented that cities are doing their part on ensuring the integrity of the Master Street Address Guide, but there is a little lag on Qwest's end.

Chairman Beck commented that annexations could be a critical issue in a couple of weeks when Rural Metro pulls out of the County islands. He said that as the secondary PSAP, Mesa dispatches Gilbert to those areas. Chairman Beck stated that Gilbert would not be pleased to have to dispatch to County islands in Gilbert.

Ms. Millard spoke about the car race that will be held in the streets of downtown Phoenix in November 2008. She said the Sheriff's Office is concerned about the noise factor at its 9-1-1 center at First and Madison. Ms. Millard stated that the noise could make it difficult for operators to hear citizens and officers. She mentioned that a similar event took place in Washington, DC, and it was her understanding that the operators could not hear the officers' calls. Ms. Millard stated that this is a vital safety concern and essentially means shutting down their operation.

There being no further business, the meeting was adjourned at 3:30 p.m.



City of Phoenix

POLICE DEPARTMENT

April 28, 2004

Phoenix Fire Department
150 South 12th Street
Phoenix, Arizona 85034

Attn: Susan MacFarlane, 9-1-1 Administrator

Dear Ms. MacFarlane:

The purpose of this letter is to justify the budget requests in FY 2006.

In FY 2006, we are requesting to upgrade all 9-1-1 equipment at 620 W. Washington. This facility has been our back-up site for the past twelve years. We have outgrown our main site and are now going to be using our back-up site as a dual main. We will be operating both sites simultaneously. The call volume at the Phoenix Police Department PSAP is increasing dramatically. Incoming 9-1-1 calls have increased by 5% in the first three months of this year. Only 84% of these calls are being answered within 10 seconds. This is an unacceptable service level for a 9-1-1 center to provide to customers. There are times where we do not have enough 9-1-1 workstations to accommodate the call takers on duty. We have workstations at our back-up site which are available but are not equipped for long term use and are a different platform than our main site which causes connectivity issues with other equipment. We have used these workstations on New Year's Eve to provide better service to our customers. If these 44 available positions were equipped with Vesta equipment, it would help this PSAP to function at the best possible level and bring us to a point where we are meeting the standard of answering 90% of incoming 9-1-1 calls within 10 seconds.

If you have any questions pertaining to this matter or need further clarification, please contact Tami L. deRuiter at 262-6070 for assistance.

Sincerely,

JACK F. HARRIS
Police Chief

Commander D Faulkner 4139

DAVID L. FAULKNER
Commander
Communications Bureau

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Enclosure: 9-1-1 PSAP Upgrade Request Document

**City of Phoenix**FIRE DEPARTMENT
DEPLOYMENT

20 October 2005

Ms. Liz Hunt
Interim Region 911 Administrator
150 South 12th Street
Phoenix, Arizona 85034

Dear Liz:

The City of Phoenix Fire Department is requesting an adjustment to the MAG Equipment Funding request submitted for budget years 2004-2008 on 7 March 2002.

The request for FY2003-2004 to purchase one (1) Logging Recorder and eight (8) Workstations and FY2006-2007 to change the backroom to a digital switch was subsequently modified while working with Ms. Susan MacFarlane during her tenure as the Region 911 Administrator. The Fire Department received the Logging Recorder in FY2004-2005 and is scheduled to receive the Nortel Meridian Digital Switch with FY2005-2006 funding. The number of Workstations was modified from eight (8) to five (5) when Phoenix Fire Department Regional Dispatch Center (PFDRDC) began its current major remodel in 2004, and space limitations were identified. Our Department was under the impression that the justification for this change and expenditure had been submitted and approved by the State. As you know, we have had many conversations with your personnel regarding these impending changes.

Apparently the State never received our request and due to the departure of Ms. MacFarlane and our Telecommunications System Manager, Mr. Andy MacFarlane (her husband), we are attempting to correct this situation by making this formal request to purchase five (5) fully functional Computer Telephony Integrated (CTI) phone systems with PowerMap and Power911. The Phoenix Fire Department is requesting that this be funded in FY2005-2006 to allow all installations (new equipment and furniture with remodel) at one (1) time. The logistics of the installation will be demanding at best. It is our intent to reduce unnecessary stress to the Emergency Dispatcher, reduce the liability inherent with a phase-over of equipment and the liabilities associated with not having adequate workstations to handle the traffic load.

Ms. Liz Hunt
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Currently the Phoenix Fire Department Regional Dispatch Center (PFDRDC) provides fire and emergency medical dispatching services for twenty (20) jurisdictions directly and three (3) entities indirectly. This covers the vast majority of Maricopa County and its population with a service area of over 2,000 square miles. PFDRDC is on track to dispatch 327,000 calls for service and will handle an estimated 1.3 million telephone calls in 2005. Our dispatch center is the second busiest center (behind Phoenix Police Department who is our primary PSAP), in the State and is vital to the citizens of Central Arizona.

Phoenix Fire Department Regional Dispatch Center

YEAR	TOTAL DISPATCHES	TELEPHONE CALLS SERVICED*	AVERAGE TELEPHONE CALLS PER HOUR	PERCENT OF INCREASE
1980	117,406	293,515	33.5	
1990	135,933	339,833	38.8	15.8
1995	173,145	519,435	59.3	52.8
1996	177,402	532,206	60.8	2.4
1997	174,771	611,699	69.8	14.9
1998	184,593	646,076	73.8	5.6
1999	197,184	690,144	78.8	6.8
2000	206,838	827,352	94.4	19.8
2001	230,962	923,848	105.5	11.6
2002	237,631	950,524	108.5	2.8
2003	243,780	975,120	111.3	2.5
2004	253,213	1,012,852	115.6	3.8
2005*	327,000	1,300,000	148.4	22.1

*Estimated

Our Emergency Dispatchers are cross-trained in all five (5) separate job function areas: Call Taker (Phones), Channel One Dispatcher, Tactical Radio Operator (TRO), Medic and Fire Prevention/Life Safety Hotline positions, and rotate responsibilities during their assigned shift.

Ms. Liz Hunt
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The PFDRDC is working through a significant staffing deficiency with a five (5) year plan to bring our total number of Emergency Dispatchers from 48.7 in 2004 to a total of 75.7 by FY2009-2010. We are training two (2) classes per year, allowing for a six (6) month training period with each class. We have been working our training schedule around the availability of workstations but with the increased staffing levels we have received to date, we no longer have that option available to us.

Currently PFDRDC operates with eighteen (18) workstations dedicated to fire and emergency medical dispatching functions including call taking, dispatching, tactical radio, medic, special events/special operations, inter-operability radio communications, fire prevention/life safety, dispatcher trainee and supervisory support from a command officer, supervisor and lead dispatcher.

PFDRDC's Current Staffing Levels

Shift	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day	18	18	18	18	18	18	18
Swing	18	18	18	18	18	18	18
Night	18	18	18	18	18	18	18

Currently, during times of high activity when the need arises to hire back additional staffing, we do not have workstations to facilitate our needs. In January 2006 we will hire six (6) Emergency Dispatchers and are faced with the lack of available workstations for new hire training, as well as, the placement of those Emergency Dispatchers who are presently in our training curriculum.

Maricopa County Population

Year	1970	1980	1990	2000	2010
Population	967,522	1,509,052	2,122,101	3,072,149	3,982,429
Increase	31.4%	35.8%	28.8%	30.9%	22.8%

US Bureau of the Census

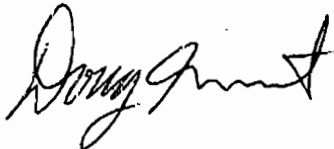
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As the population in the valley continues to grow rapidly, the requests for service will increase exponentially. This coupled with ever-increasing Homeland Security issues and the life span of equipment and facilities, is causing us to ask for funding through the City of Phoenix Capital Improvement Program (Bond), to build a new Regional Dispatch Center that will run concurrent to and replicate the existing dispatch center on a 24-hour basis.

We know this is a long-term solution to an immediate problem. Therefore, we request your timely consideration to fund five (5) fully functional Computer Telephony Integrated (CTI) phone systems with PowerMap and Power911 in the FY 2005-2006 to be installed in conjunction with the Nortel Meridian Digital Switch.

Thank you for your assistance in this matter. Please feel free to call me should you have any questions. I can be reached at (602) 534-0381/office or (602) 920-6097/cell.

Sincerely,



Doug Mummert
Division Chief/PSAP Manager
Phoenix Fire Department



POLICE DEPARTMENT
*An Internationally Accredited
Police Agency Since 1994*

9065 E. VIA LINDA
SCOTTSDALE, AZ 85258

(480) 312-5000
(480) 312-5097 FAX

August 16, 2006

Liz Hunt
911 Administrator
Maricopa Region

Liz:

Please accept this letter to supplement the previously supplied statistical data from the City of Scottsdale Police Department PSAP as the formal request for additional CTI equipment to increase the number of fully functional positions from eleven to fifteen in order to ensure neither service levels nor the needs of the professionals providing this service are compromised.

Due to advances in technology, increased service expectations, rising homeland security concerns, and population growth, the demand for public safety service has grown significantly over the last several years. Between 1999 and 2005 alone, there was a 72.1% increase in Scottsdale's population.¹ Moreover, one of the most dramatic changes made in the past 10 years that will affect the manpower needed is the proliferation of wireless calls made to 9-1-1 centers. This will significantly increase call volume and the time it takes to process a call.²

There is no question that Scottsdale, like numerous other multi stage public safety operations, has responded to this trend by providing additional training, reallocating resources, and most importantly, identifying critical staffing levels and ensuring there are enough personnel assigned to all shifts. In the 2002/2003 budget, for example, an additional 21 dispatchers were requested. While Scottsdale has also added additional supervisory personnel, the key issue identified at that time ensuring there was a sufficient number of dispatchers so supervisors could spend their time supervising as opposed to filling dispatch positions.³

According to APCO Project (40) - Responsive Efforts To Address Integral Needs in Staffing (RETAINS), "to fulfill the mission of a 9-1-1/PSCC and provide efficient service to the public and the Law Enforcement, Fire/Rescue and EMS agencies served, requires that an adequate number of qualified personnel be on duty in the Communications Center. Methodologies for establishing adequate and acceptable staffing levels to ensure the services

¹ Greater Phoenix Economic Council, GPEC Information Center *City of Scottsdale Profile*

² From the March 2001 issue of Public Safety Communications/APCO BULLETIN

³ Berkshire Recommendation #253.28/*Increase Communications Unit Staffing* and #253.33/*Increase Communications Unit Supervision*



levels expected by the public and required by the Law Enforcement, Fire/Rescue, and EMS agencies served should be adopted and utilized.”

Using the NENA model as the primary methodology for determining necessary staffing allocations, Scottsdale Police Department requires an average of six calltakers and four radio dispatchers to address service volume.⁴ Including a minimum of one supervisor on duty, SPD Communications has exhausted its current allocation of CTI workstations. These averages, based on 24-hour staffing, the daily relief factor, the necessity for a minimum of four operational radio talkgroups, do not even begin to address additional components of police communications, including emergency and critical incidents, special events, and training equipment, and the effect they have on required resources. Furthermore, it is important to acknowledge that staffing averages are just that – numerical statistics based upon a 24-hour period – and as evidenced by an hour-by-hour analysis of call volume, certain hours of the day inarguably require more staffing than others. With current resource allocation, however, SPD does not have the equipment to facilitate staffing as identified by one of the industry leaders beyond what was intended as an *average* for staffing.

Using current resources and existing staffing allocation models, it is possible for as many as sixteen Communications employees to be on duty at one time – a number that far exceeds the number of positions available to provide calltaking and radio dispatch services with existing equipment. The ramifications of failing to ensure the necessary equipment is available for public safety personnel range from increased likelihood of emergency call rollover to decreased service levels. Furthermore, the short and long term effect on Communications Center personnel often leads to staffing issues, personnel being overworked because the centers are understaffed and attrition rates increase.⁵

Another rapidly increasing consequence of overworked Communications personnel is the incidence of repetitive motion injuries, which can be directly linked to poor ergonomics and insufficient periods of rest. An extensive ergonomic evaluation recently performed by Scottsdale Healthcare inarguably identified the need to decrease the workload on individual employees by providing additional positions and personnel among whom call volume could be divided and the need to increase the frequency of breaks.

Industry experts have repeatedly confirmed the need for Communications Centers to provide sufficient personnel and equipment to perform the critical duties of our positions and the importance of proper ergonomics while doing so. As part of Project (40) RETAINS (Responsive Efforts To Address

⁴ Northwestern University Center for Public Safety *Staffing Recommendations for the SPD Communications Division Using the NENA Method*

⁵ Yvonne Klees, *Comm Center Staffing Formulas - Old Studies in a New Environment*

Integral Needs in Staffing), for example, APCO recognized that to achieve the best working conditions possible, Communications Centers must adopt appropriate staffing methodologies and allow for employee breaks as needed. Furthermore, after a review of the MAG FY 2006-2010 Equipment Program, it was noted that most of the items were for additional positions due to growth⁶; the City of Scottsdale is no exception to this trend. There is no question that in order to ensure the continued success of the public safety services we provide, we must have the additional hardware and software for our professionals to utilize in doing so.

Thanks

A handwritten signature in black ink, appearing to read "Tom Melton". The script is cursive and fluid.

Tom Melton
Communications Manager
Scottsdale Police Department

⁶ MAG 9-1-1 Oversight Team Meeting Minutes, February 23, 2005